

**GSA Multichannel Channel Contact Center Solicitation  
Questions and Answers  
June 23, 2007**

Q.1 Can we interpret "...100,000 telephone inquiries..." to include both inbound and outbound telephone contacts? There are requirements through out the solicitation for supporting inbound and outbound contacts.

**A.2 Your interpretation is incorrect. Only incoming calls will be accepted for this portion of the evaluation.**

Q.2 Why can a bidder not aggregate work volumes across "projects"? The term "project" is not well-defined in the solicitation. Will the Government reconsider this Q/A response to allow aggregation of telephone contacts? There do not appear to be any requirements in the solicitation (sections C or L) that address aggregation of work volumes of calls.

**A.2 The answer to Question 4.9 on page 14 of 33 in the questions and answers (part of Amendment A001) will not be changed.**

The Government needs the ability to assess a contractor's capacity to process 100,000 telephone inquiries per month that are related to a particular project, accountable to a particular agency or activity.

It is not essential that all of these calls be processed at a single call center, but is essential that a single, unified management team, dedicated to that particular project, be accountable to the ordering agency or activity.